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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Complete if Known	
				Application Number	10/633,018
				Filing Date	July 31, 2003
				First Named Inventor	Kevin Mcpartlan
				Art Unit	2145
				Examiner Name	P. L. Winder
Sheet	1	of	1	Attorney Docket Number	DO-047524/P152CP1/10613139

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
/PW/	BA	JP 11-234408 (English Abstract) Corresponds to US 6,803,852	Aug. 27, 1999	Fujitsu Ltd		
/PW/	BB	JP 11-266306 (English Abstract)	Sep. 28, 1999	Toshiba System		
/PW/	BC	JP 2000-244568 (English Abstract) Corresponds to US 6,778,661	Sep. 08, 2000	Hitachi		

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See attached Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the application number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 18 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/PW/	CA	Japanese Office Action (English Translation) issued for JP 2002-564928, dated December 19, 2006	

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filed 1/26/2007

Examiner Signature	/Patrice Winder/	Date Considered	06/23/2007
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				Filing Date	July 31, 2003
				First Named Inventor	Kevin Mcpartlan
				Art Unit	2145
				Examiner Name	P. L. Winder
Sheet	1	of	1	Attorney Docket Number	47524/P152CP1/10613139

U.S. PATENT DOCUMENTS					
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		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
/PW/	BA	EP 1 016 998	07-05-2000	Neumann et al.		
/PW/	BB	EP 1 032 188	08-30-2000	Gabriel		

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/PW/	CA	Office Action from foreign counter-part Canadian Application No: 2,434,922 dated September 27, 2006	

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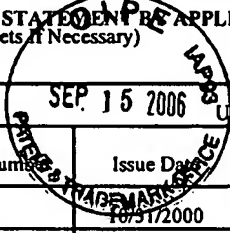
filed 12/28/2006

Examiner Signature	/Patrice Winder/	Date Considered	06/23/2007
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FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106	Serial No.: 10/633,018
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets if Necessary)				Applicants: Kevin McPartlan et al.	
(37 CFR § 1.98(b))				Filing Date: July 31, 2003	Group Art Unit: 2133 2145



U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
/PW/	AA	6,141,341	Jones et al.	370	352	09/09/1998	
/PW/	AB	6,337,858 B1	Petty et al.	370	356	10/10/1997	
/PW/	AC	6,400,804 B1	Bilder	379	76	12/10/1998	
/PW/	AD	6,778,494 B1	Mauger	370	230	03/02/2000	
/PW/	AE	7,035,252 B2	Cave et al.	370	356	01/30/2001	
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OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
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Examiner: /Patrice Winder/	Date Considered: 06/23/2007
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FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00106

Serial No.: 10/633,018

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

Applicants: Kevin McPartlan et al.

Filing Date: July 31, 2003

Group Art Unit: ~~2155~~ 2145

(37 CFR § 1.98(b))

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/PW/	AA	5,325,423	06/28/94	Lewis	379	90	11/13/92
/PW/	AB	5,488,411	01/30/96	Lewis	348	8	03/14/94
/PW/	AC	5,612,730	03/18/97	Lewis	348	8	03/03/95
/PW/	AD	5,835,126	11/10/98	Lewis	348	8	03/15/96
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Examiner:

/Patrice Winder/

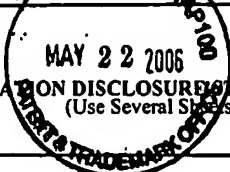
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FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2133 2145	
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FORM PTO-1449
(Modified)U.S. Department of Commerce
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Attorney Docket No.: NUASI-00106

Serial No.: 10/633,018

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

Applicants: Kevin McPartlan et al.

Filing Date: July 31, 2003

Group Art Unit: ~~2143~~ 2145

(37 CFR § 1.98(b))

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/PW/	AA	6,614,902 B1	9/2/03	Rizzetto	379	265.11	11/5/99
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FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

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Examiner:

/Patrice Winder/

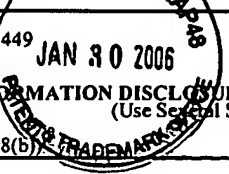
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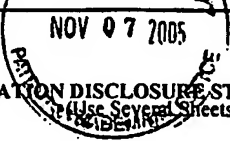
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FORM PTO-449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2153 2145	
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Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date			
/PW/	AA	5,530,744	06/23/96	Charalambous et al.	379	265	09/20/94		
/PW/	AB	6,298,383 B1	10/02/01	Gutman et al.	709	229	01/04/99		
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FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS									
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/PW/	AK	WO 01/35601 A1	05/17/01	PCT	H04L	29/06		X	
/PW/	AL	WO 01/35601 A2	08/23/01	PCT	G06F	17/00		X	
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/PW/	AP	"Signaling Gateway CX6100-SG," Harasaki et al., NEC Res & Develop., Vol. 42, No. 2, April 2001, pages 138-142							
/PW/	AQ	"Media Gateway CX3200", Ichikawa et al., NEC Res & Develop, Vol 42, No. 2, April 2001, pages 133-137							
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FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: <u>2133 2145</u>	
U.S. PATENT DOCUMENTS									
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date			
/PW/	AA	6,771,765 B1	08/03/2004	Crowther et al.	379	265.09	12/29/1999		
/PW/	AB	6,823,382 B2	11/23/2004	Stone	709	224	08/20/2001		
/PW/	AC	6,850,613 B2	02/01/2005	McPartlan et al.	379	265.02	06/17/2003		
/PW/	AD	6,937,715 B2	08/30/2005	Delaney	379	265.09	09/26/2002		
/PW/	AE	US 2004/0141508 A1	07/22/2004	Schoenenberger et al.	370	401	07/31/2003		
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FORM PTO-1449 (Modified) OCT 31 2005 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018	
Applicants: Kevin McPartlan et al.				Filing Date: July 31, 2003	
				Group Art Unit: 2153 2145	

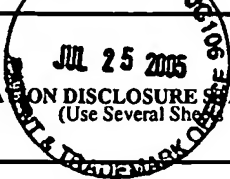
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/PW/	AA	6,330,326 B1	12/11/2001	Whitt	379	265.13	03/27/1998
/PW/	AB	6,600,735 B1	07/29/2003	Iwama et al.	370	352	03/01/1999
/PW/	AC	6,724,884 B2	04/20/2004	Jensen et al.	379	265.01	09/06/2001
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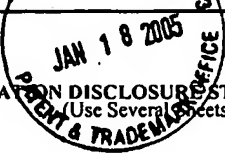
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(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2155 2146	
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/PW/	AA	6,301,480 B1	10/09/2001	Kennedy, III et al.	455	445	09/05/1997		
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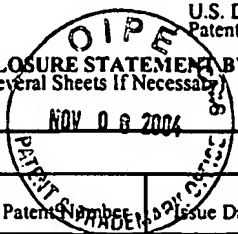
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Charles Hymes et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2153 2145	
U.S. PATENT DOCUMENTS									
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date			
/PW/	AA	6,144,667	11/07/00	Doshi et al.	370	401	08/07/97		
/PW/	AB	6,289,001 B1	09/11/01	Smyk	370	216	10/15/99		
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(37 CFR § 1.98(b))				Filing Date: July 31, 2003		Group Art Unit: 2433 2145	



U.S. PATENT DOCUMENTS							
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/PW/	AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00
/PW/	AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99
/PW/	AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99
/PW/	AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98
/PW/	AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00
/PW/	AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01
/PW/	AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03
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FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
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OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
/PW/	AU	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165.
/PW/	AV	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.
/PW/	AW	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.
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Examiner: /Patrice Winder/	Date Considered: 06/23/2007
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EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

CONSIDERED: /PW/

FORM PTO-1449
(Modified)

SEP 07 2004

U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00106

Serial No.: 10/633,018

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Separate Sheets if Necessary)

Applicants: Kevin McPartlan et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2153 2145

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
/PW/	AA	6,445,695 B1	09/03/02	Christie, IV	370	352	12/31/98
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/PW/	AC	6,674,713 B1	01/06/04	Berg et al.	370	217	02/23/99
/PW/	AD	6,687,251 B1	02/03/04	Mousseau et al.	370	401	12/08/99
/PW/	AE	6,766,377 B1	07/20/04	Grabelsky et al.	709	238	08/24/00
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Examiner:

/Patrice Winder/

Date Considered:

06/23/2007

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

CONSIDERED: /PW/

FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106	Serial No.: 10/633,018
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)				Applicants: Kevin McPartlan et al.	
(37 CFR § 1.98(b))				Filing Date: July 31, 2003	Group Art Unit: 2135 2145

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/PW/	AA	6,366,577 B1	04/02/02	Donovan	370	352	06/02/00
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Examiner: /Patrice Winder/	Date Considered: 06/23/2007
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FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Seven Sheets If Necessary)				Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))				Filing Date: July 31, 2003		Group Art Unit: 2153 2145	

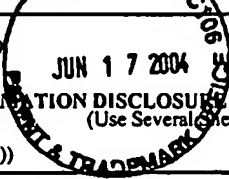
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/PW/	AA	5,282,243	01/25/94	Dabbaghi et al.	379	201	11/06/92
/PW/	AB	6,188,673 B1	02/13/01	Bauer et al.	370	252	09/02/97
/PW/	AC	6,639,982 B1	10/28/03	Stuart et al.	379	266.03	08/10/00
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2433 2145	
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/PW/	AA	5,390,295	02/14/95	Bates et al.	395	157	12/20/91		
/PW/	AB	5,491,795	02/13/96	Beaudet et al.	395	159	05/02/94		
/PW/	AC	6,046,741	04/04/00	Hochmuth	345	348	11/21/97		
/PW/	AD	6,225,998 B1	05/01/01	Okita et al.	345	356	12/02/97		
/PW/	AE	6,266,058 B1	07/24/01	Meyer	345	339	09/08/98		
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Examiner: /Patrice Winder/				Date Considered: 06/23/2007					
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FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)				Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))				Filing Date: 07/31/03		Group Art Unit: 2153 2145	

U.S. PATENT DOCUMENTS							
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/PW/	AA	5,613,068	03/18/97	Gregg et al.	395	200.13	06/17/94
/PW/	AB	6,201,804 B1	03/13/01	Kikinis	370	352	03/09/98
/PW/	AC	6,212,565 B1	04/03/01	Gupta	709	229	08/26/98
/PW/	AD	6,377,568 B1	04/23/02	Kelly	370	352	11/19/97
/PW/	AE	6,434,143 B1	08/13/02	Donovan	370	356	11/08/99
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Examiner: /Patrice Winder/	Date Considered: 06/23/2007
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FORM PTO-1449 (Modified) MAY 12 2004 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.96(b))		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00106		Serial No.: 10/633,018	
				Applicants: Kevin McPartlan et al.			
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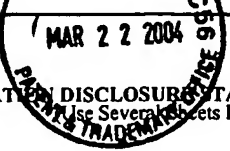
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/PW/	AA	5,459,780	Sand	379	265	01/31/94	
/PW/	AB	6,611,590 B1	Lu et al.	379	265.09	09/29/99	
/PW/	AC	6,577,726 B1	Huang et al.	379	265.02	03/31/00	
/PW/	AD	6,678,718 B1	Khoury et al.	709	204	08/29/97	
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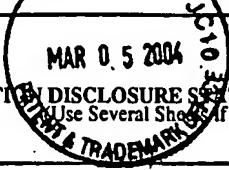
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(37 CFR § 1.98(b))						Filing Date: 07/31/03		Group Art Unit: 2153 2145	
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicants: Kevin McPartlan et al.			
(37 CFR § 1.98(b))						Filing Date: 07/31/03		Group Art Unit: 2453 2145	
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/PW/	AA	6,574,218 B1	06/03/03	Cooklev	370	352	05/25/99		
/PW/	AB	6,678,265 B1	01/13/04	Kung et al.	370	352	12/30/99		
/PW/	AC	2003/0133558 A1	07/17/03	Kung et al.	379	215.01	12/30/99		
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT <small>(Use Additional Sheets If Necessary)</small>				Applicant: Kevin McPartlan et al.			
(37 CFR § 1.98(b))				Filing Date: 07/31/03		Group Art Unit: 243 2145	

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/PW/	AA	5,848,143	12/08/98	Andrews et al.	379	219	03/04/96
/PW/	AB	5,903,642	05/11/99	Schwartz et al.	379	309	09/24/97
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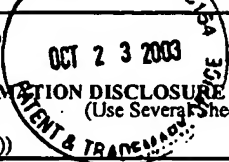
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(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2145	
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FORM PTO-1449
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(37 CFR § 1.98(b))

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Serial No.: 10/633,018

Applicant: Kevin McPartlan et al.

Filing Date: July 31, 2003

Group Art Unit: 2145

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